GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:4757
ANSWERED ON:09.05.2007
ACKNOWLEDGEMENT OF LETTERS FROM MPS
Prasad Shri Hari Kewal;Renge Patil Shri Tukaram Ganpatrao

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether receipt of letters from the Members of Parliament are not being acknowledged even in fifteen days time and a reply is not being provided even at the expiry of three months` time;

(b) if so, the reasons therefor;

(c) whether the Government has proposed to take any action against the officers who are responsible for not acknowledging the receipts of letters and also not sending final reply to the Members of Parliament;

(d) if so, the details thereof; and

(e) if not, the reasons therefor?

Answer

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS.(SHRI SURESH PACHOURI)

(a) &(b): The guidelines for handling references from Members of Parliament (MPs) are contained in the Central Secretariat Manual of Office Procedure (CSMOP). These guidelines are applicable to the Ministries/Departments of Government of India only. The procedures contained in CSMOP provide for monitoring and disposal of communications from MPs in a timely manner and at senior level. In most cases, the replies to the communications received from MPs are furnished within the prescribed time. However, in certain cases where information has to be collected from multiple sources and authorities, the reply is sometimes delayed beyond the prescribed time. In such cases, an interim reply is sent to the Member of Parliament. Where the matter is unduly delayed, the issue is taken up with Secretaries/Chief Secretaries of State Governments, Secretaries to the Government of India, Chief Ministers of the concerned State Government or Central Ministers for ensuring a prompt reply. The Government of India issues instructions from time to time to ensure strict compliance of the guidelines. The provisions of the CSMOP have also been circulated to the State Governments for formulation of their own guidelines.

(c), (d) & (e): Government is concerned about any delay on the part of the Ministries/Departments/Officers in responding to letters from MPs and instructions are issued from time to time at senior levels for strict compliance of the guidelines. Any specific instance of violation of these guidelines coming to the notice of the Government is viewed seriously.